

## Associate Information Systems Analyst

### *Essential Task Rating Results*

1	Receive information from users concerning an Information Technology (IT) issues and determine appropriate course of action
2	Provide technical assistance to resolve operational problems.
3	Provide technical support (troubleshoot) to users to resolve Information Technology (IT) issues.
4	Adhere to systems development standards and methodologies to ensure compliance with the Information Technology (IT) environment.
5	Identify system design issues and/or problems, including their effects and causes, to ensure any problems in the Information Technology (IT) environment are effectively addressed.
6	Prioritize problem resolutions to ensure system requirements are met.
7	Work with users to define business requirements and identify problems to seek effective improvements in information technology processes.
8	Follow standards to establish authorized system access.
9	Input descriptive Information Technology (IT) related issues into a dedicated tracking system
10	Define alternative solutions to current IT environment issues to maintain, repair or enhance processes.
11	Apply departmental policies and guidelines when completing work tasks and monitoring program activities.
12	Prioritize the handling of problems or issues related to the progress of work projects or assignments to determine the best course(s) of action to mitigate the impact of such issues and/or problems.
13	Disseminate information regarding Information Technology (IT) related issues to the appropriate area of responsibility (e.g., network, database, web, department-wide broadcast).
14	Identify problems or issues that impact the progress of work projects or assignments (such as time constraints, resource limitations, scheduling conflicts).
15	Identify appropriate alternatives to resolve problems or issues related to the completion of work projects (such as modifying schedules, adjusting deliverable dates, altering resources allocations) to ensure timely resolution and minimize impact.
16	Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.
17	Obtain consensus of users and others involved in the development of the Information Technology (IT) solutions

18	Apprise management of the status and progress of work unit operations, programs, and projects (e.g., the status of on-going program activities and operations, issues affecting the delivery of products and services, issues of problems potentially impacting the completion of work assignments).
19	Provide input to management regarding the amount of time spent and resources required to complete projects and work assignments.
20	Identify system requirements to aid in the design of system development.
21	Provide customer support for software applications to meet users' needs.
22	Obtain approvals from end-users, management, and staff for system design or system changes.
23	Implement specific actions to resolve problems impacting the progress of work projects or assignments (such as modifying schedules, adjusting deliverable dates, altering resource allocations) in a timely matter.
24	Train users in the environment by hands-on demonstration of system functioning to ensure all users have necessary technical knowledge to perform in the organization.
25	Develop the steps to follow to complete projects or assignments (e.g., developing project implementation timelines, action plans, work plans, work unit procedures).
26	Make decisions under tight constraints and with limited information (such as responding to requests for services, determining service delivery dates, or committing to project timelines).
27	Resolve conflicting priority requests from various programs or customers.
28	Interpret technical procedures for non-technical users in a variety of settings during system development to ensure users' needs are met.